

**HEALTH CARE AUTHORITY  
Washington Medicaid Program  
Olympia, Washington**

**To:** All Providers  
Managed Care Organizations  
**# Memo: 11-78**  
**Issued:** December 5, 2011

**From:** Doug Porter, Director  
Health Care Authority  
**For information, contact:**  
1-800-562-3022 or go to:  
<http://hrsa.dshs.wa.gov/contact/default.aspx>

**Subject: Replacing Numbered Memos with Provider Email Messages and Changing the Name of Provider Billing Instructions**

**Effective January 1, 2012**, the Medicaid Program of the Health Care Authority (the Agency) will:

- Replace numbered memos with provider email messages; and
- Change the name of the Agency’s provider billing instructions to “Medicaid Provider Guides.”

## **Replacing Numbered Memos**

**Effective January 1, 2012**, the Agency will combine the numbered memo and the provider Listserv email into one document. This new provider email message will contain the same basic information the numbered memo had. The email message will be short and clear.

**Note:** If you are not already receiving the Agency’s provider email messages and wish to be notified of newly published provider notices, you can subscribe to the free Washington State Medicaid Provider Listserv at:  
<https://fortress.wa.gov/dshs/hrsalistsrvsignup/>

## **Why Is the Agency Doing This?**

When the Agency publishes a numbered memo, an email is sent to providers notifying them of the published numbered memo. This email includes hyperlinks to the numbered memo and the applicable billing instructions. Typically, the numbered memo has a brief synopsis of the changes in the billing instructions and serves as a notification to providers of these changes. The provider email also serves as a notification to providers. By providing the synopsis of the changes in the provider email message, the Agency can eliminate the numbered memo—a redundant step in the Agency’s provider notification process. This means one less document for providers to read and for the Agency to produce.

## Format of Provider Email Messages

The Agency will change the format of the current emails sent to providers who have subscribed to the Washington State Medicaid Provider Listserv. The new provider email message will have a brief description of what the Agency is changing and why. If the message is announcing a change in billing instructions (BI), a “What Has Changed?” table will be inserted in the email message to identify the specifics of the change(s), and there will be a link to the BI. The “What Has Changed?” table will also be located on the inside front cover of the BIs.

The table will look like this:

### What Has Changed?

Reason for Change	Effective Date	Section/ Page No.	Subject	Change
New web-based authorization process	October 1, 2011	Page D.3	Advanced Imaging	The Agency has increased the number of procedures that require PA, and the process for obtaining PA has changed.
Amendments to WAC 182-550-1200	October 1, 2011	New Section F	Emergency Room Visit Limitations	New section

## Agency Website Change

The Agency will track these provider email messages in the same way the numbered memos are currently tracked. On the Provider Publications web page at: <http://hrsa.dshs.wa.gov/download/Index.htm>, there will be a hyperlink to a new webpage called “Provider Email Messages Concerning Rules, Medicaid Provider Guides, and Policies”, referenced in the next section of this memo. This new webpage will look similar to the current numbered memo webpages. It will have a table that lists each provider email message by number, recipient, subject, date, and effective date. The number will be a hyperlink to the actual list serve message itself.

To subscribe to the free Washington State Medicaid Provider Listserv, go to:  
<http://fortress.wa.gov/dshs/hrsalistsrvsignup/>

## **Changing the Name of Provider Billing Instructions**

**Effective January 1, 2012**, the Agency will change the name of the provider billing instructions to: “Medicaid Provider Guides.” The Agency feels this better reflects the purpose and content of these documents. Documents effective January 1, 2012, and later will have this new name.